

DPW SERVICE ORDER REQUEST PROCESS



FORT JACKSON

Directorate of Public Works

Service Orders

This Presentation will:

- Define a Service Order
- List information required when submitting a Service Order
- Explain the process for submitting a Service Order
- Detail instructions for submitting Service Orders **online**
 - ✓ Step by step tutorial and how to access
- Define Service Order Priorities and provide examples of each
- Provide a list of Points of Contact

Service Orders: Defined

- Used for minor facilities **maintenance and repair** that does not exceed 40 man hours of labor
- All **new work/construction** must be accomplished through the submittal of a DA Form 4283
 - All requests for signs and keys must be submitted using a DA Form 4283
- Service orders are the quickest and easiest way to accomplish your work.

Service Orders: Required Information

- **Description of Problem:** Be specific in order to identify EMERGENCY and URGENT work
- **Customer ID:** See Customer Service Lead for Customer ID List (see slide 16 for contact info)
- **Building/Facility Number:** Include floor, room number and any other pertinent location information
- **Point of Contact:** Name and Phone Number

Service Orders: Process

- Customer Initiates Service Order
 - EMERGENCY hotline
 - Phone **JOB-EMER (562-3637)**
 - Available 24/7
 - ROUTINE and URGENT
 - Online Service Order Request Form
 - Detailed instructions start on slide 6
 - Can be submitted 24 / 7
 - Or Phone 751-7684
 - M-F 0630-1530 Only

Detailed Instructions for Submitting Online

- Available 24 / 7
- For **Non Emergency** Requests Only
 - ✓ Emergency Service Orders must use the **JOB-EMER** hotline
- Available for:
 - Facility Maintenance and Repair
 - Pest Extermination Services
 - Chemical Toilet requests and maintenance
 - Washer/Dryer repair
- The following slides will provide step by step instructions for submitting online



Detailed Instructions (Continued)

Download the Service Order Request Form:

[Click Here to DOWNLOAD Form](#)

If you cannot download the form, request a copy by email to the DPW ONLINE Service Order Lead.

[CLICK HERE](#) to email

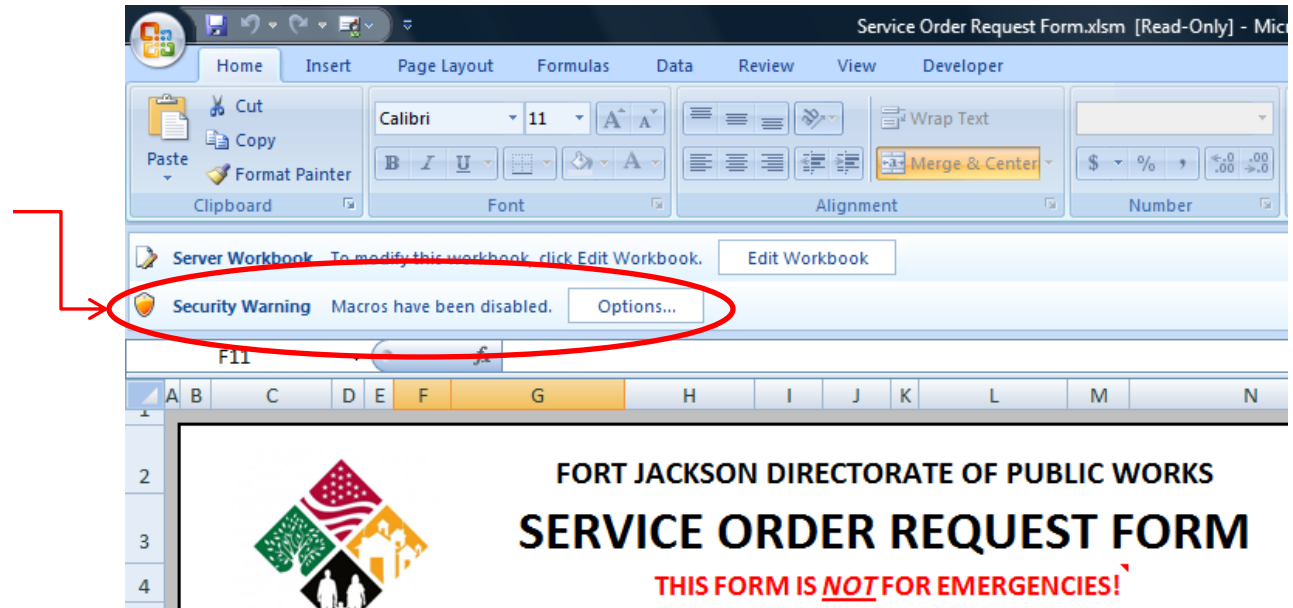
 IMCOM <small>SOLDIERS • FAMILIES • CIVILIANS</small>	FORT JACKSON DIRECTORATE OF PUBLIC WORKS SERVICE ORDER REQUEST FORM THIS FORM IS <u>NOT</u> FOR EMERGENCIES! FOR EMERGENCIES, CALL: JOB-EMER (562-3637) <small>Complete all fields for each service order request.</small>	
SO Number: <input type="text" value="To be filled in by DPW"/> Customer ID: <input type="text"/>		
Building Number: <input type="text"/> Floor: <input type="text"/> Room Number / Exact Location: <input type="text"/>		
POC Name: <input type="text"/> POC Office Phone No.: <input type="text"/> POC Mobile No.: <input type="text"/>		
Nature of Problem: <input type="text"/> Short Description of Problem: <input type="text"/>		
Detailed Description of Problem: <input type="text"/>		
Reply to Email*: <input type="text"/> <input type="button" value="Submit"/> <small>MACROS <u>MUST</u> BE ENABLED³</small>		
THIS FORM IS <u>NOT</u> FOR EMERGENCIES! FOR EMERGENCIES, CALL: JOB-EMER (562-3637) FOR ASSISTANCE WITH THIS FORM, CALL: 751-7733		

Detailed Instructions (Continued)

1. Enable Macros

This form uses macros to organize and submit your service order for processing. Macros are disabled by default. To enable them:

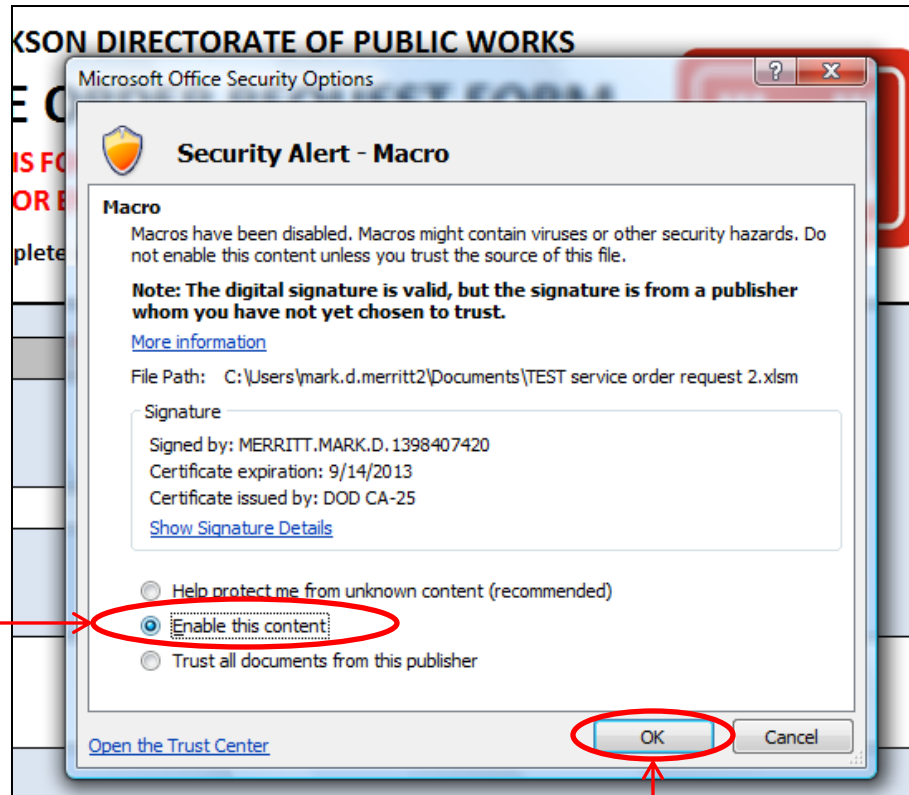
1. Find the security warning near the top of the screen, under the toolbar, and click "Options."
(Ignore the Server Workbook Message)



Detailed Instructions (Continued)

1. Enable Macros

2. When the window appears, verify the digital signature is valid, then click “Enable this content” and click “OK”



*Note: If you frequently submit service order requests, you may wish to choose “Trust all documents from this publisher,” which will prevent this message from appearing again.

Detailed Instructions (Continued)

2. Enter Your Information

Service Order (SO) Number will be provided to you by DPW. For quicker processing, reference this number in all inquiries related to this service order.

Customer ID: Choose the ID associated with your organization from the dropdown menu.

Building Number: Please ensure you enter the correct building number where the problem is located.

Nature of Problem: Choose the category from the dropdown that most accurately describes the problem.

The screenshot shows the 'SERVICE ORDER REQUEST FORM' from the Fort Jackson Directorate of Public Works. At the top left is the IMCOM logo (SOLDIERS • FAMILIES • CIVILIANS). At the top right is a red icon of a castle. The form title is 'SERVICE ORDER REQUEST FORM'. Below the title, it says 'THIS FORM IS NOT FOR EMERGENCIES! FOR EMERGENCIES, CALL: JOB-EMER (562-3637)' and 'Complete all fields for each service order request.' The form fields include: 'SO Number: To be filled in by DPW', 'Customer ID: [dropdown]', 'Building Number: [text]', 'Floor: [dropdown]', 'Room Number / Exact Location: [text]', 'POC Name: [text]', 'POC Office Phone No.: [text]', 'POC Mobile No.: [text]', 'Nature of Problem: [dropdown]', 'Short Description of Problem: [text]', 'Detailed Description of Problem: [text area]', 'Reply to Email*: [text]', and a 'Submit' button. At the bottom, it repeats the emergency warning and provides the contact number '751-7733'. Red arrows point from external text blocks to the 'SO Number', 'Customer ID', 'Building Number', 'Nature of Problem', 'Short Description of Problem', 'Detailed Description of Problem', and 'Reply to Email*' fields.

Short Description of Problem: Please provide a short summary (max 140 characters) of the problem. (eg. "Toilet clogged.")

Detailed Description of Problem: Please be as complete and accurate as possible when describing the problem.

Reply to Email: Please provide us with a valid return email address. We will return this form to you with a SO number for your records, and may contact you regarding your service order.

Detailed Instructions (Continued)

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SO Number: Customer ID:

Building Number: Floor: Room Number / Exact Location:

POC Name: POC Office Phone No.: POC Mobile No.:

Nature of Problem: Short Description of Problem:

Detailed Description of Problem:

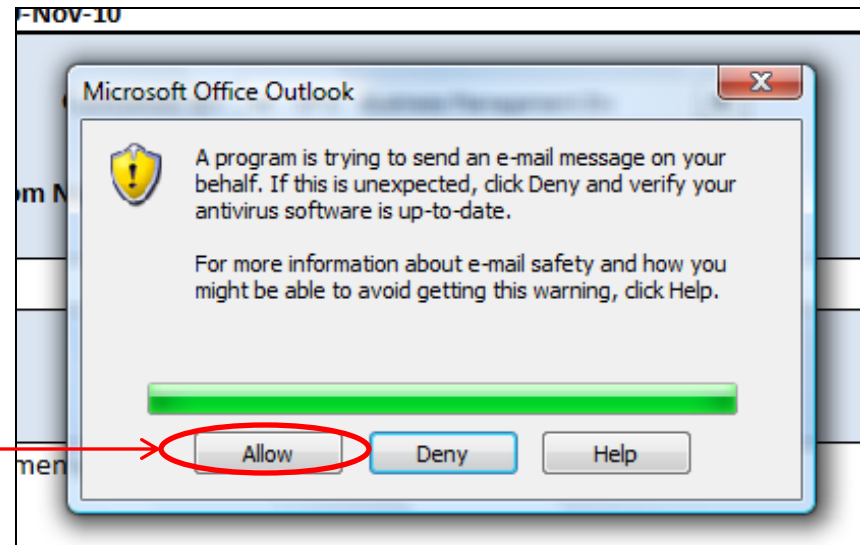
Reply to Email*: MACROS MUST BE ENABLED³

3. Submit

1. Submit your completed form by clicking the blue "Submit" button on the form.

THIS FORM IS NOT FOR EMERGENCIES!

2. A message will appear requesting permission to send an email. The form utilizes macros to automatically email the form to our work reception team from your email program. Wait for the progress bar to fill, then click "Allow."

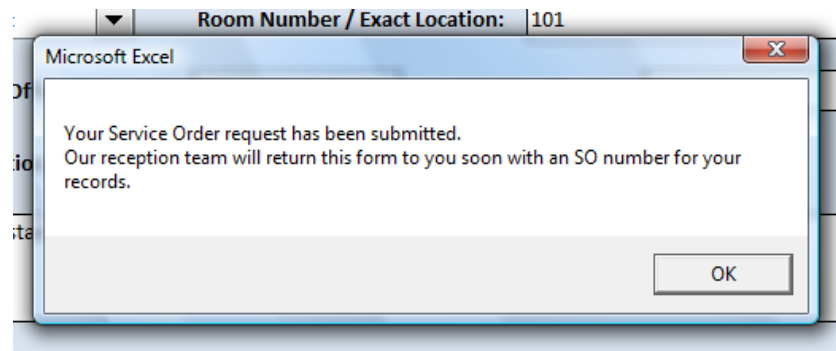


Detailed Instructions (Continued)

4. Finished

A notice like the one on the right should appear. DPW will process your request and assign a service order and return the form to you soon. Keep the returned form for your record.

Please allow up to 30 days for the work to be completed.



Service Orders: Priorities

- **Priority 1 (Emergency)** – Problem directly impacts health or safety and requires immediate action. Response time is within **one hour**.
- **Priority 2 (Urgent)** – Problem could lead to facility damage or become an emergency if not fixed quickly. Response time is **5 working days**.
- **Priority 3 (Routine)** – Work, which is necessary to eliminate conditions, which continue to be an inconvenience, or minor problem. Response time is **30 working days**.

Service Orders: Priority 1 Emergency

Examples

- Gas, oil, and steam leaks, and building floods
- No water, hot water or steam in medical or dining facilities
- Safe and Secure Alarms/Doors, etc
- Sewage backing up into building
- Total power outage in a building
- Downed High Voltage Power Line
- No heat or air conditioning in soldier living quarters
- Loss of heat during periods of cold weather

Service Orders: Priority 2 Urgent

Examples

- Inoperative emergency or exit lighting
- No air conditioning if temperature is over 80°F in buildings other than soldier living quarters
- Broken floor decking, stairs, docks, etc
- Continuously running water (toilets, faucets)
- In-operability of plumbing fixtures and drain lines when other facilities are available in the same building

Service Orders: Priority 3 Routine

Examples

- Replace Broken Windows
- Repair Plumbing Fixtures when other fixtures are available and not causing damage to the facility
- Repair Sticking Door or Window
- Repair a pothole
- Roof Leaks
- Pest Extermination Services
- Chemical Toilet requests and maintenance
- Washer/Dryer repair

DPW Points of Contact

- Customer Service Lead:
 - Debra Alexander @ 751-5926, Bldg 2601
 - Jazel Cook @ 751-5505 (Primary POC for Service Orders)
- DPW Sergeant Major:
 - SGM Tyrone Cooper @ 751-6002, Bldg 2562
- HELP w/ Routine Online Service Order Request Form:
 - Mark Merritt @ 751-7733
- Chief, Business Operations & Integration Div:
 - Eric Cope @ 751-5048

Customer Feedback

- DPW is committed to providing you a level of service commensurate with your level of sacrifice for a Nation at war.
- Please take a moment to let us know how this new process is working (or not working) by submitting an ICE Comment at:
<http://www.jackson.army.mil/WellBeing/wellbeing.htm>
- Your contact information is not required, but it is appreciated so we can address your specific concerns.